

# PATIENT

## Frequently Asked Questions

### What is HealthWatch?

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Your physician has partnered with HealthWatch's care coordination team to offer you Chronic Care Management (CCM) services. A Care Specialist will contact you monthly, giving you the opportunity to address any questions, needs, or concerns you may have regarding your health. A report of your phone call will be sent to your doctor monthly to update them of any symptoms and/or medication changes. This is a great opportunity to improve communication with your physician.

### How much does this cost?

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As a Medicare beneficiary, Medicare will pay for this service, once your annual deductible is met. Your secondary insurance should cover the 20% (\$10-14) copay, alleviating any out of pocket cost to you. Your provider will file both your Medicare and secondary insurance for these services. There are three secondary insurances who will not cover the \$10-14 copay for CCM.

These insurances are:

- Humana
- Tricare
- Optima Health

Any patient that has one of these as a secondary insurance will be liable for the \$10-14 copay for every completed CCM exam.

\*Patients must have Medicare as their primary insurance.

### What if I don't want to be called every month?

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You do not need to complete telephone check-ins every single month. You may complete these calls bi-monthly or as you feel necessary. Your Care Specialist may also provide you with patient education resources in between the months you speak over the phone.

### Will I still see my doctor?

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Absolutely! This service does not replace your doctor visits. You will still need to see your doctor as scheduled.

### How will this benefit me?

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- Monthly check-ins with a dedicated Care Specialist to help you stay on track, set and meet goals, and receive assistance when needed.
- Avoid hospital stays and high out-of-pocket expenses by engaging in more frequent interactions with your care team.
- 24/7 access to your care plan via a patient portal.
- Coordination of care between your pharmacy, specialists, testing centers, hospitals, and more.

### Is it mandatory that I participate?

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Absolutely not! However, it is recommended that all eligible patients give HealthWatch a try. If you do not find value in this service, you may easily opt out by notifying your Care Specialist at HealthWatch or calling us at the office.



I definitely enjoy speaking with my HealthWatch Care Specialist, Ashley, each month. She is my best point of contact and is interested in my health. The monthly telephone check-ins are very helpful. I attempted to make a doctor's appointment due to some symptoms I was experiencing but was put off by one week. I reached out to Ashley for assistance and in less than one hour she instructed me to go to the emergency room. I was diagnosed with cellulitis and now thankfully receive treatments.

- HealthWatch Patient



My Care Specialist is a good resource for information. I like discussing ways to improve my health and what to look for in drug side effects. These calls are helpful because I now have better visits with my doctor. HealthWatch helps remind me to be mindful of my actions.

- HealthWatch Patient



My Care Specialist has been a solid support for over a year in my efforts to improve my health. These calls are a way of measuring my progress to get back on track. I feel that I previously alienated my physician due to my misunderstanding about my medical history until I enrolled in HealthWatch. I've suffered from depression from age 40 to 83 and needed medication with less side effects. My Care Specialist understands depression and supplied knowledgeable support.

- HealthWatch Patient



**HealthWatch**  
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If patient(s) have additional questions or would like to sign up please have them call **888.855.5156**